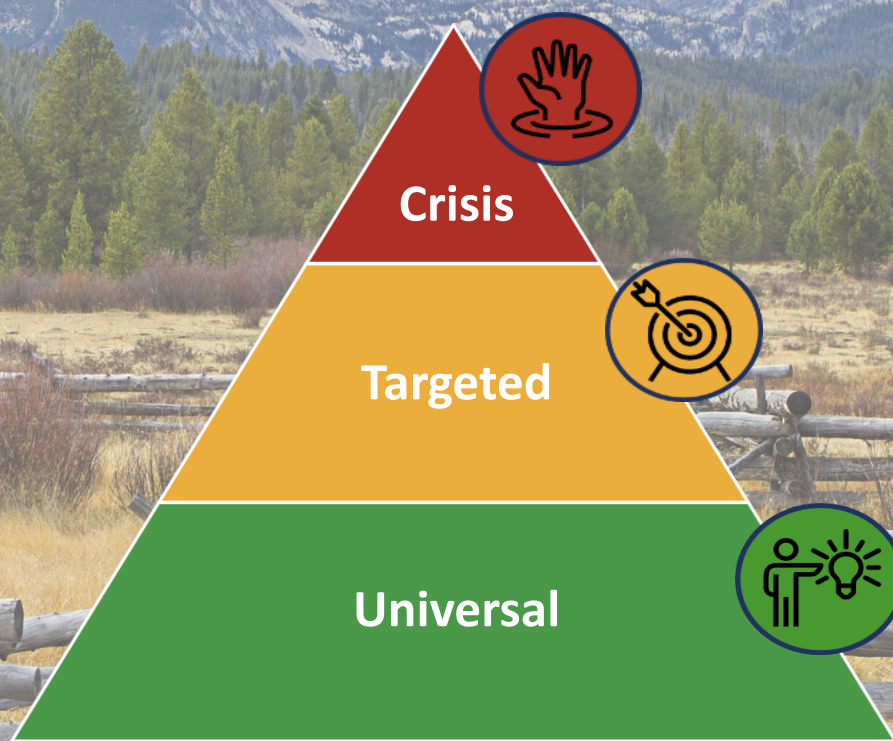




ANNUAL REPORT

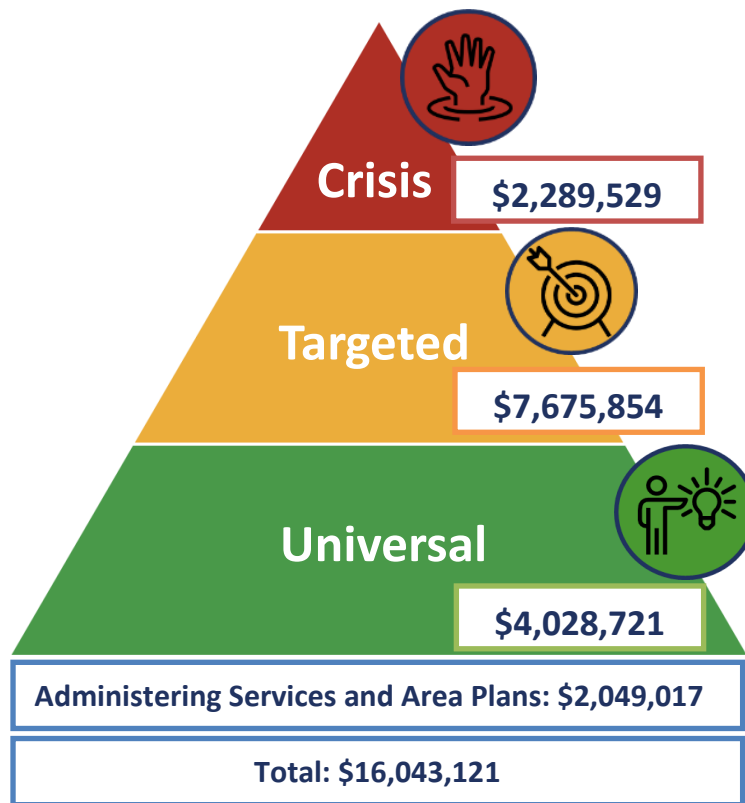
State Fiscal Year 2020 (SFY2020)

**Idahoans Have an Informative, Visible, Reliable and
Accessible Support System as They Age**



Brad Little, Governor for the Great State of Idaho

AT A GLANCE



Crisis Focus Area:
Preserving Rights and Safety

Targeted Focus Area:
Preventing Institutionalization

Universal:
Investing in Healthy Aging

Total Senior (60+) Population in Idaho:

♦ 368,742

SFY2020 Population Served:

♦ 21,317 Unduplicated Clients

Seniors At Risk of Institutionalization:

♦ Frail-75 years and older: 11,940 seniors served

♦ 2 or more Activities of Daily Living (ADLs): Eating, Toileting, Walking, Transferring, Dressing, Bathing: 3,740 seniors served

Target Demographics	*Census data	Unduplicated Clients Served	% of Population Served
75 years and older	104,049	11,940	11%
85 years and older	28,607	4,417	15%
65+ Living in Poverty	21,102	4,659	22%
65+ Living Alone	61,577	7,585	12%
60+ Living in Rural County	121,820	10,549	9%
60+ Racial Minority	13,082	538	4%
60+ Hispanic	15,894	577	4%
*ACS			

FROM THE DIRECTOR...

A core duty of the Commission on Aging (ICOA) is planning a network of aging services that facilitates Idahoans to live safe, healthy, and self-directed lives in their communities of choice, for as long as possible. In our quest to become a highly reliable organization and achieve our assigned piece of Governor Little's vision for the State of Idaho, we have adopted formal methodology around our everyday activities.

During SFY2020, ICOA utilized an evidence-based performance management process to finalize our goal setting and create a 4-year state plan to achieve our desired future for aging services in Idaho. We used data, stakeholder input, and other gap analysis tools to uncover, plan, and implement program improvements. We continually scanned unfolding environments to stay abreast of changes, and position the agency to best maximize opportunities, and mitigate threats. As always, we involved and invited our Area Agencies on Aging (AAA) to walk along beside us.

I believe our diligence in approaching our work in a serious, systemic, and forward-looking manner, will be evident on the following pages. We strive to be transparent, so you will also see detailed drill downs around the financial aspects of our work, including how the 4 months under the COVID-19 pandemic effected service delivery.

As always, thank you for your trust and interest,

Judy B. Taylor, Director



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Preserving Rights and Safety

- ♦ Right to live without abuse, neglect, exploitation
- ♦ Right to live with dignity
- ♦ Right to make our own decisions



The Commission recognizes safety as a fundamental factor in our ability to age successfully. Breach of public trust and individual safety results in significant financial expense, depletion of essential resources, and a decline in well-being and long-term health. The Commission has multiple programs designed to promote justice and provide support to the most vulnerable.



Professional Advice, Counsel or Representation

The Commission partners with Idaho Legal Aid to assist low-income older Idahoans on legal matters. Legal representation is critical in keeping some older Idahoans safe.

Promoting Justice for Seniors

SFY2020 Expenditures

Federal: Older Americans Act	\$70,696
Federal: CARES-COVID-19	\$651
Total	\$71,347

LEGAL ASSISTANCE ADDRESSES

ISSUES RELATED TO:

- ♦ Income
- ♦ Health Care
- ♦ Long-term Care
- ♦ Nutrition
- ♦ Housing
- ♦ Utilities
- ♦ Protective Services
- ♦ Defense of Guardianship
- ♦ Abuse or Neglect
- ♦ Age Discrimination

SFY2020: Statewide Trends

Total Cases: 862

Top Legal Assistance Service Areas	Cases by Legal Category
Health Care	298
Housing	225
Long-term Care	161
Income	132
Abuse	18
Age Discrimination	13
Defense of Guardianship	13
Protective Services	2

ELDER ABUSE PREVENTION: LEGAL ASSISTANCE DEVELOPER



The Legal Assistance Developer (LAD) is an Older Americans Act mandated position, focused on improving legal service provision to seniors across the state. The ICOA contracts with Idaho Legal Aid Services, Inc. to fill this role.

Service Description

On elder abuse and exploitation, the LAD provides the following:

- Consultation
 - with pro bono attorneys accepting abuse and exploitation cases, pursuing civil and criminal remedies for psychological, sexual, and financial abuse and exploitation
- Partnership and Collaboration
 - with Adult Protective Services (APS) to streamline communication and services between APS and pro bono attorneys
 - with APS and other partners to screen seniors for potential legal risk using the Legal Risk Detector, resulting in preventative work that will better protect seniors from exploitation and abuse

Senior Legal Case Trends Total Cases: 1,409	
Case Type	
65	Elder abuse/neglect
36	Defense of guardianship – instances where the guardian was abusive/exploitative or unnecessary
153	Focused on advanced planning to protect seniors from future abuse and exploitation

*Helping Vulnerable
Adults Stay Safe*

SFY2020 Expenditures	
Total Federal: Older Americans Act	\$21,060

ADULT PROTECTIVE SERVICES SYSTEM MODIFICATION AND ENHANCEMENT PROJECT GRANT

Service Description

The Idaho Adult Protective Services Modification and Enhancements Project goal was set to improve the interactions and outcomes for individuals served by the Idaho Adult Protective Services (APS) and accurately document the outcomes consistently with national data collection efforts.



SFY2020 Expenditures	
Total Federal: Older Americans Act	\$76,813

ICOA accomplished three primary objectives to meeting this goal:

- 1) Modify and enhance the Idaho APS management information system (MIS) to increase consistency with national data collection or connection efforts, including the National Adult Maltreatment Reporting System (NAMRS)
- 2) Collect and track demographic information to identify victim and perpetrator characteristics to generate effective interventions
- 3) Develop a centrally run formal APS training program to advance APS workforce skills and knowledge

Ideal APS Components
<ul style="list-style-type: none">• Collaborative Statewide Model• Delivery System<ul style="list-style-type: none">• Prevention Interventions• Screening and Assessment Tools• Community Partnerships

ADULT PROTECTIVE SERVICES (APS)



Adult Protective Services (APS) provides specialized social services and home and community based supports, to reduce risk factors and promote resiliency, in adults whose physical or mental disabilities make them vulnerable to maltreatment.

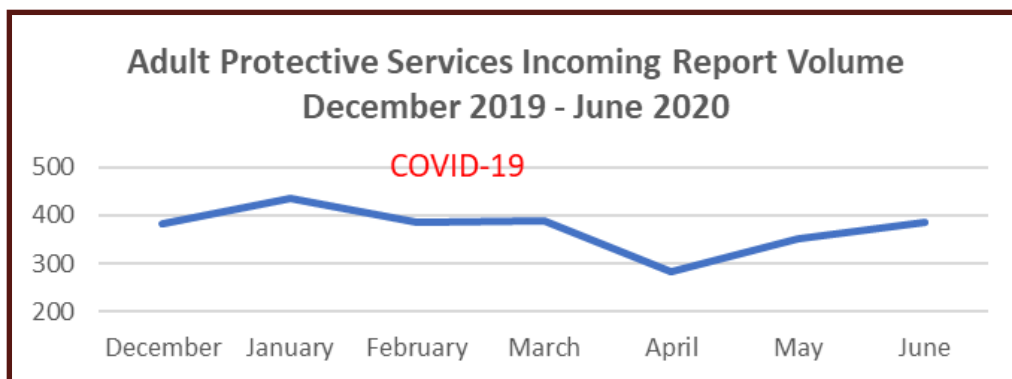
15.7 Contracted Full-time Staff
67 Community Education Presentations
2,369 Allegations Investigated



Service Description

Connecting vulnerable adults to services and support:

- Investigates allegations of abuse, neglect, exploitation
- Assists to reduce risk of harm
- Delivers prevention education



ADULT PROTECTIVE SERVICES, CONT.

Maltreatment	Allegations	Substantiated	Substantiated Age 18-59	Substantiated Age 60+
Abuse	711	156	74	82
Exploitation	632	94	33	79
Neglect	578	112	34	60
Self-Neglect	448	124	26	98

*Helping Vulnerable
Adults Stay Safe*

SFY2020 Expenditures	
Total State	\$1,031,779

In Idaho, professionals obligated to report include any:

- Police Officer
- Home Care Worker
- Pharmacist
- Physician
- Physical Therapist
- Ombudsman
- Social Worker
- Health Facility Employee
- Medial Examiner
- Nurse
- Osteopath
- Dentist
- Optometrist
- Chiropractor
- Podiatrist

IDAHO ADULT PROTECTIVE SERVICES EXPANSION GRANT



The ICOA is leading development and implementation of the most effective Adult Protective Service (APS) delivery model in Idaho. An ideal APS model would be specific to Idaho's rural needs, provide for early prevention, perform crisis interventions, and embrace a coordinated multi-disciplinary response.

This is the foundation for the “Adult Protective Services (APS) Expansion Project”. The overarching goal of the project is to collect ideal APS program components, as identified by stakeholders, and expand the APS program to include those components. As a result of this process, stakeholders identified a need for the APS program to include a formal process that provides vulnerable adults with service coordination.

Focused Care Coordination (FCC) is the name of the *critical time intervention* that was developed and implemented as the formal process of service coordination for Idaho APS.

SFY2020 Expenditures	
Federal: Older Americans Act	\$154,685
State	\$49,777
Total	\$204,463

*Helping Vulnerable
Adults Stay Safe*





The Long-Term Care Ombudsman program was created for the purpose of promoting, advocating, and ensuring adequacy of care and quality of life for Idaho's assisted living and nursing home residents. Operation of the Long-Term Care Ombudsman program is a joint effort by the Idaho Commission on Aging, the State Long-Term Care Ombudsman, Idaho's six AAAs and local Ombudsman programs.

Service Description

- Identify, investigate, and resolve complaints
- Protect resident health, safety, welfare, and rights
- Provide resources and assist residents to obtain services
- Represent resident interests before agencies
- Provide technical assistance and monitor laws related to long-term care

*Helping
Assisted Living and
Nursing Facility
Residents
Stay Safe*

SFY2020 Expenditures	
AAA Federal: Older Americans Act	\$265,391
AAA Federal: CARES-COVID-19	\$111,649
AAA State	\$398,627
Total-AAA	\$775,667
ICOA State Ombudsman Federal Older Americans Act	\$46,840
ICOA State funding (Ombudsman)	\$33,062
Total-ICOA	\$79,902
Total-AAA & ICOA	\$855,569

OMBUDSMAN, CONT.

- ♦ **Total Ombudsmen: 11.5**
- ♦ **Total Volunteer Ombudsmen: 54, provided 2,161 hours which is an estimated contribution of \$43,047.**
- ♦ **363 Facilities: 82 Skilled Nursing Facilities and 281 Assisted Living Facilities**
- ♦ **Total Beds: 16,760: 6,145 in Skilled Nursing Facilities and 10,615 in Assisted Living Facilities**
- ♦ **Unannounced Facility Visits: 2,041**
- ♦ **Information & Education Presentations: 80**
- ♦ **Consultations: 2,630**
- ♦ **Client Complaints: 1,064**



Routine Facility Visits

Unannounced facility visits are conducted on a quarterly basis. Ombudsmen made a total of 2041 visits to long-term care facilities compared to 3,209 visits in the 2019 State Fiscal Year. The following chart reflects COVID-19 limitations to visitations.

Region	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AAA Total
AAA 1	86	102	86	96	84	60	64	67	21	2			668
AAA 2	29	34	33	31	20	38	21	23	6	2			237
AAA 3	41	68	60	42	48	74	45	53	34	1			466
AAA 4	6	38	36	18	23	36	23	26	20	2			228
AAA 5	5	29	16	20	16	14	17	15	11				143
AAA 6	28	43	35	33	42	41	30	27	18			2	299
State Total	195	314	266	240	233	263	200	211	110	7		2	2041

Effects of COVID-19 on the Ombudsman Program

COVID-19 introduced significant obstacles for the Ombudsmen to provide access to residents residing in long-term care facilities since March 13, 2020. Due to CMS's Guidance QSO-20-14-NH, Governor Brad Little's Stay at Home Order, and the Idaho Public Health recommendations, Ombudsmen have not been making in-person visits into facilities. The State Ombudsman provided guidance to the local Ombudsmen to discontinue visitations to facilities.

The majority of the local Long-Term Care Ombudsmen have worked from their homes and use telecommunication to provide access to the Ombudsman program, rather than in-person meetings.

The Ombudsmen are directed to provide access and advocacy to residents by calling facilities staff and requesting contact information for residents and their representatives and to make calls to residents and inquire their wellbeing. Ombudsmen also attend resident council meetings via telecommunication as advocates.

Many residents who live in nursing homes and assisted living facilities have visual or hearing challenges and find it more difficult to communicate via telecommunication rather than in-person. It is difficult to monitor conditions in memory care units and to observe or communicate with the residents. There has also been the challenge to provide residents with confidential access to the Ombudsmen. Residents like to look you in the eye when they confide their concerns. Meeting by phone has proven to be impersonal and less effective and as a result of these barriers Ombudsmen have experienced a decline in complaints.

Nationally the Ombudsman program has suffered a dramatic decline in volunteers due to fear of contracting COVID-19 and spreading it to residents. Idaho has followed suit and has seen a significant reduction in the Ombudsman Volunteer program. At the onset of SFY2020 the Ombudsman program had a total of 57 volunteers throughout the state. Currently there are only 31 active volunteers.

Ombudsmen will continue to hone their telecommunication skills to extend services to residents of long-term care facilities. Upon re-entry into facilities the Ombudsman will educate residents and staff and assess the results of COVID-19 on the residents.

Top Five Resident Complaints	
72	Discharge and Evictions
50	Medication issues
30	Food Service
33	Dignity and Respect
30	Staffing



Preventing Institutionalization

Assistance with daily living activities and needs:

- ♦ Caregiving, home delivered meals, transportation, housework, medication management, employment training and referrals for low-income Medicare benefits.

*Helping
Seniors Stay in Their
Homes*

The Commission facilitates programs that support people to stay at home, save money, increase security and enhance their well-being. These services reduce the cost of institutionalization through addressing Activities of Daily Living (ADLs) needs in their own homes such as eating, toileting, walking, transferring, dressing and bathing.

TRANSPORTATION



The ability to travel, even short distances, is important for health, safety, independence and socialization.

143,875 Boardings

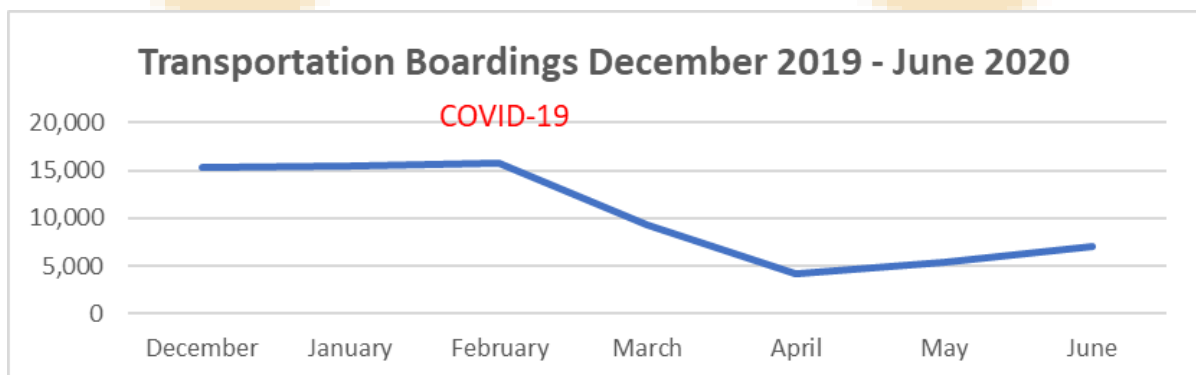
Average Cost per Boarding \$3.59

SFY2020 Expenditures	
Federal: Older Americans Act	\$196,803
Federal: CARES-COVID-19	\$42,329
State	\$277,609
Total	\$516,741

Service Description

Contracts with local transportation providers reduce isolation and promote independent living by facilitating access to:

- Medical and health care services
- Meal programs
- Employment locations
- Shopping and community functions
- Adult day care facilities
- Social service agencies



HOME DELIVERED MEALS (HDM)



Service Description

Provides a home delivered meal five or more days a week: may consist of hot, cold, frozen, dried, canned, fresh or supplemental foods. Program costs include food, preparation, delivery, dietician services and program management. Costs are minimized through community support and volunteer efforts.

SFY2020 Expenditures	
Federal: Older Americans Act	\$1,519,976
Federal: FFCRA-COVID-19	\$730,040
Federal: CARES-COVID-19	\$1,298,744
State	\$429,618
Total	\$3,978,378

SFY2020 Changes to Meal Rate Reimbursement		
Area Agency on Aging	Original Meal Rate	COVID-19 Rate: Home Delivered and Congregate Meals
AAA I-North Idaho	\$4.50	\$9.00
AAA II-North Central Idaho	\$3.56	\$7.12
AAA III-Southwest Idaho	\$4.50	\$9.00
AAA IV-South Central Idaho	\$3.50	\$7.00
AAA V-Southeast Idaho	\$3.75	\$7.50
AAA VI-Eastern Idaho	\$3.25	\$6.50

Significant Changes due to COVID-19:

- ♦ Due to senior isolation from COVID-19, client registrations increased by 628 from 4,213 to 4,841.
- ♦ Meals increased by 90,098 from 583,520 in SFY2019 to 673,618 in SFY2020
- ♦ Funding increased by \$1,637,124 from \$2,341,255 to \$3,978,379.

HOME DELIVERED MEALS, CONT.

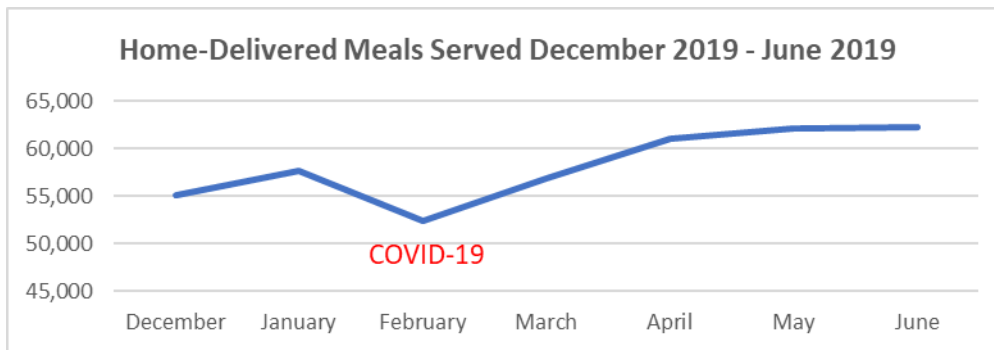
Pandemic Preparedness: To help the meal sites continue meal preparation and delivery during the initial onset of COVID-19, ICOA received Family First Coronavirus Response Act (FFCRA) funding and distributed \$547,295 to the 93 meal sites across Idaho to support both the Congregate and HDM programs. These funds were used to stock up on food, continue to pay personnel at the meal sites, purchase disposable meal serving products, sanitation supplies and client outreach materials.

Pandemic Response: Meal reimbursement rates were doubled to purchase food, maintain staff and continue purchasing preparedness supplies to help ensure the safety of cooks, staff, drivers and participants receiving the meals. ICOA utilized the remaining FFCRA funds and new funds from the Coronavirus Aid, Relief and Economic Security (CARES) to increase reimbursement rates through the SFY2020.

As of September 1, 2020, all but two HDM programs continued their service, and Congregate Meal sites are starting to reopen while others are continuing their curb-side pick up service.

COVID-19 Meal Site Response as of September 1, 2020	AAA 1 North Idaho	AAA 2 North Central Idaho	AAA 3 South- west Idaho	AAA 4 South Central Idaho	AAA 5 South- east Idaho	AAA 6 East- ern Idaho	Total
Number of Meal Sites	13	13	27	18	12	12	95
Closed Congregate Service	5	10	16	8	6	11	56
Congregate meal sites providing dine-in service	8	3	5	8	5	1	30
Sites doing curb-side pick up	13	11	18	8	10	10	70
Closed HDM Program	0	1	0	0	0	1	2

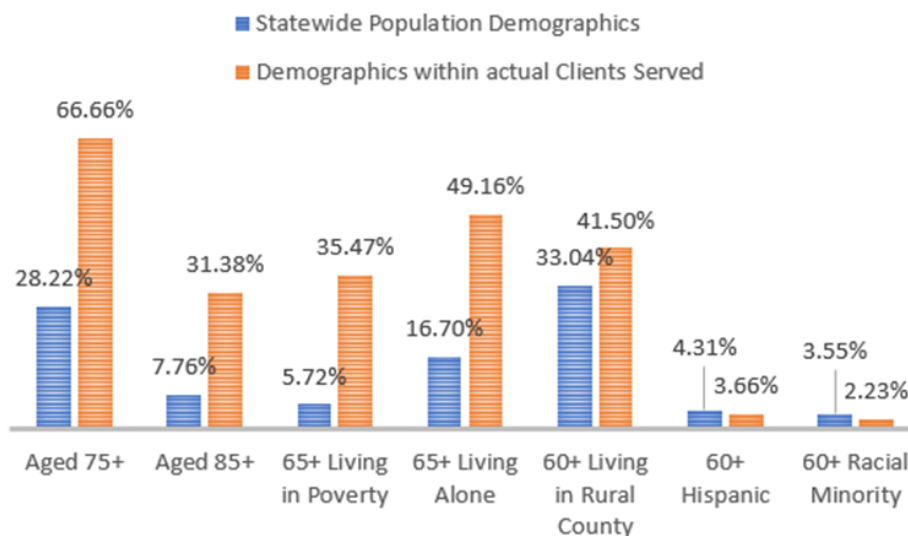
HOME DELIVERED MEALS, CONT.



Our goal is to reduce the risk of institutionalization for Idahoans by providing services to assist seniors as they age. This not only reduces private and/or public cost incurred by institutionalization but allows the individual to reside in their home. The chart below shows the Census Population % compared to the % of population that received the service.

For example, 28.22% of the state population is 75 years old and over. Of the number of seniors who participated in the HDM program, 66.66% of them were 75 or older. Our goal is to exceed the corresponding statewide population demographics. Where areas are lower, we focus greater outreach activities to educate that demographic group about available services.

DEMOGRAPHIC RISK PROFILE



COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)



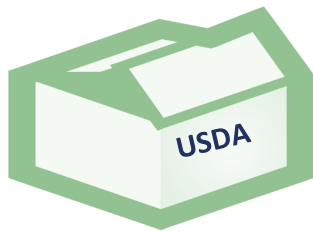
Service Description

The CSFP assists low-income seniors by providing nutritious monthly USDA food boxes filled with a variety of healthy foods. The box also contains nutritional education, recipes and other information designed to improve health. The Commission partners directly with the Idaho Foodbank to provide this service.

26,679 food boxes annually

2,200 seniors served

73 distribution partners



Average 32 lbs. per box and may contain:

- cheese
- cereal
- canned meat
- farina
- pasta
- fish
- juice
- peanut butter
- canned fruits
- oats
- dry beans
- canned vegetables

Administration, food, boxing, transportation, delivery averages \$6.78 per food box. This service could not be done without the volunteers, donations and support of the Idaho Foodbank.

SFY2020 Expenditures

Total Federal: USDA

\$193,877

HOMEMAKER



The ability to maintain a clean, safe home is critical to remaining in our homes and communities of choice.

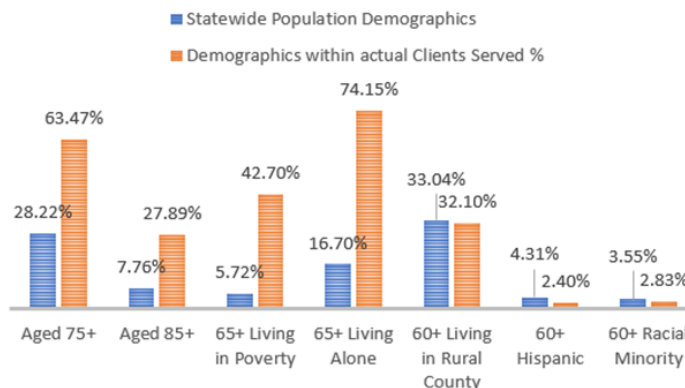
Service Description

The Homemaker program provides essential services at no charge or cost-shared based on income level, including: housekeeping, meal planning and preparation, personal errands, bill paying and medication management.

The Homemaker program is an in-home service that also reduces the risk of institutionalization for Idahoans. The chart below shows the statewide population % from the Census compared to the % of population that received the service.

For example, 7.76% of the state population is 85 years old and over. Of the number of seniors who participated in the Homemaker program, 27.89% were 85 or older. Our goal is to exceed the corresponding statewide population demographics. Where areas are lower, we focus greater outreach activities to educate that demographic group about available services.

DEMOGRAPHIC RISK PROFILE



HOMEMAKER, CONT.

1,377 Clients

50,670 Hours

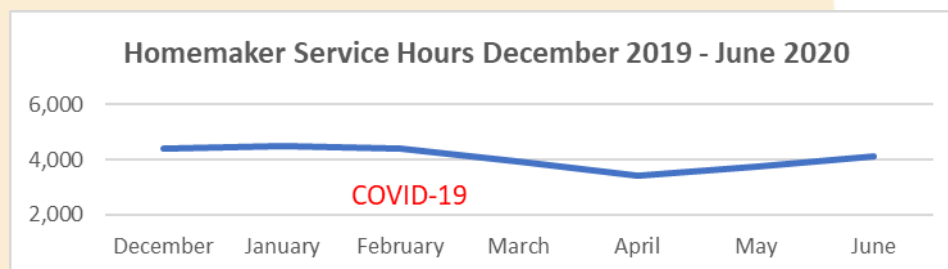
Average cost per hour: \$15.37

Annual hours per client: 37

Annual client assistance: \$565

*Helping
Seniors
Stay in Their
Homes*

SFY2020 Expenditures	
Federal: Older Americans Act	\$100,248
Federal: CARES-COVID-19	\$110,563
State	\$567,792
Total	\$778,603



NUTRITION SERVICES INCENTIVE PROGRAM (NSIP)



The Commission supports numerous programs to increase the nutritional state and food security of older Idahoans. The NSIP program directly benefits meal sites throughout Idaho by providing additional federal dollars, based on the number of meals served the previous fiscal year.

95 Meal Providers
1,088,758 Meals Served in 2019
Average of .74 cents per meal

SFY2020 Expenditures

Total Federal: USDA	\$801,565
---------------------	-----------

CHORE

Home repairs: allows individuals who are unable to perform home maintenance, to receive services that allow them to remain independent in a safe home environment.

Service Description

Coordination with community contractors, organizations and volunteers to help seniors and people with disabilities improve home safety through one-time or intermittent service:

- Assistance with yard work
- Seasonal maintenance
- Heavy cleaning
- Household maintenance
- Grab bars
- Wheelchair ramps

53 Clients
581 Hours
\$13.55 per Hour
Average \$148.72 per person

SFY2020 Expenditures	
Federal: Older Americans Act	\$613
Federal: CARES-COVID-19	\$1,052
State	\$6,218
Total	\$7,883



IDAHO LIFESPAN RESPITE GRANT



The Commission was awarded a competitive 3-year grant to expand and enhance statewide access to Respite services for over 300,000 family caregivers of all ages supporting Idahoans across the lifespan to remain at home despite often heavy care needs. It includes funding emergency respite during crisis situations.

SFY2020 Expenditures

Federal: Older Americans Act	\$174,430
State	\$27,316
Total	\$201,746

Service Description

Partnership with the Idaho Caregiver Alliance

- Expands and enhances supports for caregivers across the lifespan
- Improves access to respite services including consumer -direction for family caregivers of all ages.

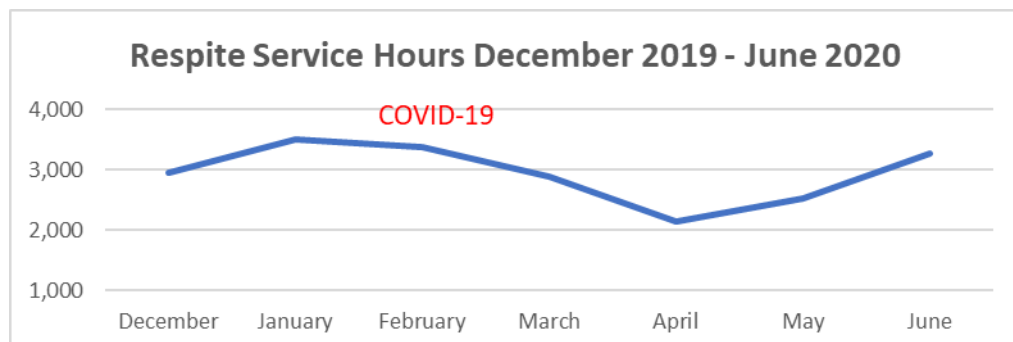
Trends in Idaho

1 in 4 adults are family caregivers

♦ 50% assist in personal care

♦ 6 in 10 report cutting work hours or taking leave affecting their work

1 in 5 non-caregivers will become a caregiver within two years



IDAHO FAMILY CAREGIVER SUPPORT PROGRAM



Family caregivers in Idaho voluntarily assume the many responsibilities associated with caregiving. Ten years ago the ratio of working age adults to older adults in Idaho was 6 to 1, and now the ratio is 3 to 1. This downward trend will continue through 2030 when all baby boomers reach age 65*. A solid support structure is necessary for caregivers to continue providing this important service without compromising their own personal health and well being. ICOA will strategically focus resources to help address this challenge.

*Population Reference Bureau/US Census Bureau Estimates July 2010

SFY2020: Statewide Service Delivery				
Service	Federal OAA	Federal CARES	State	Total
Information Services - Outreach	\$42,117	\$10,159	\$0	\$52,276
Access Assistance	\$238,499	\$18,684	\$0	\$257,183
Support Group/Training/ Counseling	\$87,540	\$7,855	\$0	\$95,395
Respite	\$482,932	\$31,856	\$62,337	\$577,125
Supplemental Services	\$18,858	\$0	\$0	\$18,858
Total	\$869,946	\$68,554	\$62,337	\$1,000,837

Units Measurement					
Service	Units		Cost Per Unit	Additional Units	Cost Per Unit
Information Services - Outreach	135	Activities	\$387	N/A	N/A
Access Assistance	5,015	Contacts	\$51	N/A	N/A
Support Group/Training/ Counseling	422	Sessions	\$226	402 Clients	\$237
Respite	35,214	Hours	\$16	485 Clients	\$1,190
Supplemental Services					

IDAHO FAMILY CAREGIVER SUPPORT PROGRAM, CONT.

Service Description

Support and train caregivers through the following activities:

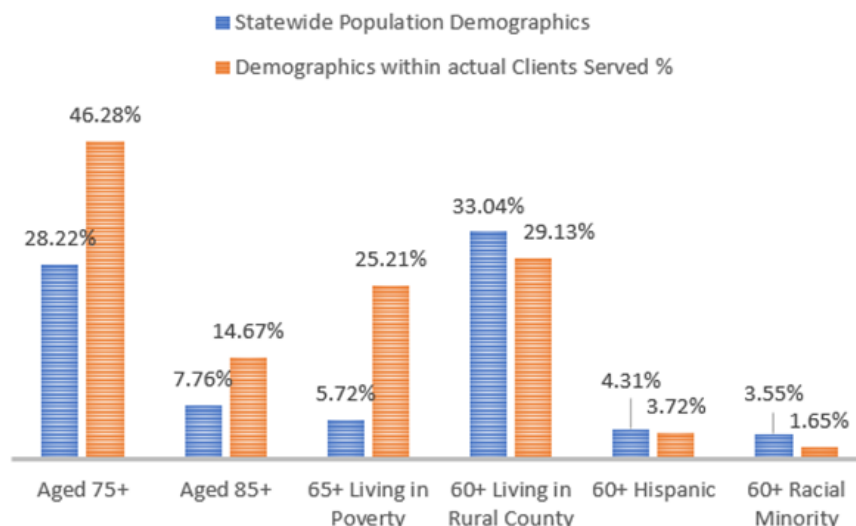
1. Information Services (Outreach)
2. Access assistance (Information & Assistance)
3. Support Group/Education
4. Respite
5. Supplemental Services (Limited basis)

*Enabling
Seniors to
Stay in Their
Communities*

The Respite program is an in-home service to relieve the caregiver for a period of his/her caregiving duties. This is one of the most important services that keeps people in their own home and out of institutionalization. The chart below shows the statewide population % from the Census compared to the % of population that received the service.

For example, 5.72% of the state population is 65 years old and over living in poverty. Of the number of seniors who participated in the Respite program taking care of his/her loved one, 25.21% were 65+ living in poverty. Our goal is to exceed the corresponding statewide population demographics. Where areas are lower, we focus greater outreach activities to educate that demographic group about available services.

DEMOGRAPHIC RISK PROFILE



SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM



Older adults trying to find employment may experience challenges. Many factors make finding work difficult including ageism, breaks in work experience and outdated skills. The Senior Community Service Employment Program (SCSEP) assists participants to sharpen skills and gain regular employment. Enrollees are placed in not for profits across the state. The employer gains a motivated worker with subsidized wages while the senior worker benefits from a steady income stream and the self-esteem of a job well done.

Service Delivery

- Total clients that participated in program: 60
- Average length in SCSEP: 19.0 months
- Total hours worked in SCSEP community service: 26,486

Trends in Idaho

21,102 Seniors in Poverty

Poverty = \$12,760 annually single person household

Poverty = \$17,240 annually two person household

Federal Program Year 2020 Expenditures	
Federal: Enrollee Wages	\$316,805
Federal: Other Enrollee Expenditures	\$42,241
Federal: CARES-COVID-19	\$63,854
Total Federal Assistance Dept. of Labor	\$422,900
Local In-kind Match	\$46,934
Total with In-kind Match	\$469,834

The Idaho SCSEP has been impacted by the recent COVID-19 pandemic. At the beginning of the outbreak, all host agencies were shut down, and Idaho SCSEP participants were put in situations where they could not return back to work. ICOA staff and its subrecipient, Easterseals-Goodwill (ESGW), responded to the shutdown by putting a structured policy that provided participants with “emergency paid sick leave” in order to provide continued financial supports to participants in need. Additionally, ESGW employment specialists worked closely with participants to ensure that they were provided with remote training opportunities while their respective host agencies were shutdown. Currently, ICOA has implemented a COVID-19 “return to work” policy that outlines prerequisites in order for a participant to safely return to work at their host agency.

MEDICARE IMPROVEMENTS FOR PATIENTS AND PROVIDERS ACT (MIPPA)



Through targeted outreach, the Medicare Improvements for Patients and Providers Act (MIPPA) program identifies low-income Medicare beneficiaries who may qualify for subsidies that reduce their out of pocket healthcare costs. They assist beneficiaries to complete the required paperwork and provide Medicare low-income assistance program education.

SFY2020 Expenditures

Total Federal: Older Americans Act

\$79,055

Service Description

Outreach in partnership with Idaho's Department of Insurance State Health Insurance Benefit Advisors (SHIBA) to sign up eligible beneficiaries for:

- ♦ Medicare Savings Programs (MSP)
- ♦ Low-Income Subsidy (LIS)
- ♦ Medicare Part D and Prevention and Wellness benefits

Network Partners and Rural/ Urban Designation	AAA I - North Idaho	AAA II North Central Idaho	AAA III - South- west Ida- ho	AAA IV South Central Idaho	AAA V Southeast- ern Idaho	AAA VI Eastern Idaho
Host Agencies	46	N/A	73	5	49	36
Rural	21	N/A	33	3	19	5
Urban	25	N/A	40	2	30	31
Pharmacies	12	N/A	18	5	7	28
Clinics/Health Care Providers	12	N/A	39	0	25	6
Other Organizations	22	N/A	16	0	17	2

- Contracted with SHIBA for open enrollment marketing campaigns
- Contracted with six AAAs to:
 - Recruit host sites
 - ♦ Pharmacies — rural and urban
 - ♦ Local clinics — rural and urban
 - ♦ Other health care providers — rural and urban
 - Develop partnerships with community organizations
 - Provide outreach to Tribal communities

Healthy lifestyles promote successful aging and can prevent or lessen the severity of many chronic diseases. The Commission sponsors programs that address general and specific health issues for aging adults. Programs are offered locally and tailored to specific audiences. Staying healthy preserves resources and brings an abundance of positive returns.



*Helping
Seniors Stay
Healthy*

Investing in Healthy Aging

- ◆ Provides access to reliable and trustworthy information, services and supports
- ◆ Funds opportunities for seniors to stay active in the community
- ◆ Access to caregiver training and resources
- ◆ Helps people plan to meet their own independent living needs as they age

DISEASE PREVENTION & HEALTH PROMOTION



Physical and mental health boosts successful aging. Good choices can maximize function and keep people active and engaged for as long as possible. The AAAs bring evidence-based education and health promotion

programs directly to older Idahoans in their local areas. People who take advantage of these programs reap many benefits.

SFY2020 Expenditures

Total Federal: Older Americans Act	\$156,352
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Service Description

Workshops available that can provide tools to:

- Build support network
- Learn relaxation and strategies to deal with pain, fatigue, and frustration
- Discover how healthy eating can improve health
- Create an exercise program to address specific needs
- Understand new treatment choices
- Communicate effectively to doctors and families about health needs

Evidence-Based Classes	AAA I - North Idaho	AAA II North Central Idaho	AAA III - Southwest Idaho	AAA IV South Central Idaho	AAA V South-eastern Idaho	AAA VI Eastern Idaho
Care Transitions, Honoring Choices	\$21,851					
Workplace Chronic Disease Self-Management		\$7,537				
Chronic Pain Self-Management, Diabetes Self-Management			\$56,915			
Chronic Disease Self-Management, Diabetes Self-Management						\$27,308
Over 60 and getting fit				\$34,133		
Powerful Tools for Caregivers					\$8,607	

CHRONIC DISEASE SELF-MANAGEMENT EDUCATION



State Fiscal Year 2020 was the first year of a three-year \$150,000 grant to implement diabetes and chronic pain self-management education workshops with a focus on expanding availability into rural areas of the state. This pilot was conducted in Southwest Idaho and is intended to be replicated statewide.

An unforeseen opportunity presented itself via the COVID-19 outbreak. In-person delivery that had been standardized for years was no longer possible. Grant funds were utilized to convert traditional classroom delivery to virtual delivery and coordinate with community-based partners, organizations and volunteers to establish the infrastructure to host classes and find participants.


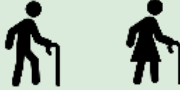

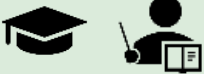




The completion rate of the virtual classes turned out to be higher than the face-to-face classes.

Class Type	Workshops	Participants	Completers	Completion Rate
Virtual Classes	6	23	16	70%
Traditional In-Person Classes	5	68	43	63%
Total	11	91	59	65%

CHRONIC DISEASE SELF-MGMT EDUCATION, CONT.

Through emails, website announcements, traditional media, social media, video, printed materials and ambassador referral program campaigns, the outreach network has grown in Southwest Idaho:

Health Systems Participation	3	
Senior Centers	26	
Home Care	1	
Colleges and Universities	2	
Community Organizations	2	
Faith Based Organizations	4	

SFY2020 Expenditures	
Total Federal: Older Americans Act	\$8,436



CONGREGATE MEALS



Enjoying a meal with others is an enduring pleasure of life. Adequate nutrition is an enduring need throughout life. The Congregate Meal program provides both for aging Idahoans. Most congregate meal sites are senior centers where more than meals are provided, including opportunities for education, entertainment, classes and medical health screenings. Community members provide hours of volunteer service to meet needs and keep program costs low.

Feeding Body and Soul

SFY2020 Expenditures	
Federal: Older Americans Act	\$1,054,642
Federal: FFCRA-COVID-19	\$364,546
Federal: CARES-COVID-19	\$500,308
State	\$273,175
Total	\$2,192,671

Service Description

Prepare and serve meals in a congregate (group) setting:

- Provide older persons with a well balanced diet
- Reduce hunger
- Promote socialization and wellness monitoring

CONGREGATE MEALS, CONT.

Significant Changes due to COVID-19:

Due to senior isolation from COVID-19, client registrations increased by 270 from 14,223 to 14,493.

Although there was an increase in registered clients there was a 48,981 decrease in meals served from 492,440 the year before to 443,459 this year. The cause was COVID-19 and the change in service delivery, which went from dine-in to curbside pickup and home meal delivery.

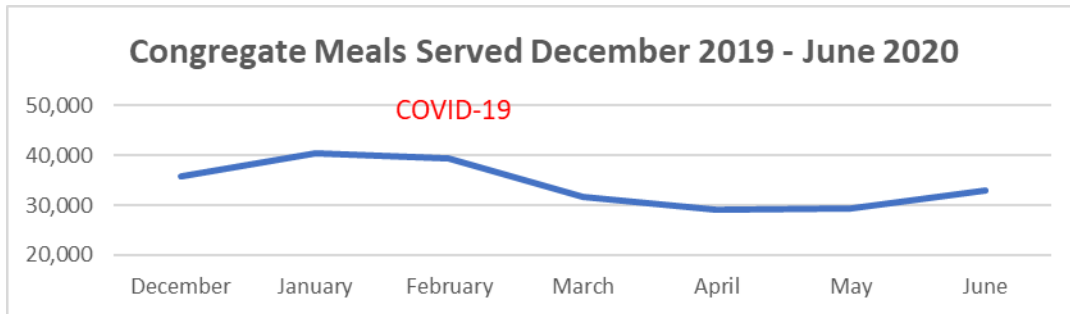
Funding increased by \$463,356 from \$1,729,315 in SFY2019 to \$2,192,671 in SFY2020 due to a different service and reimbursement changes to help the meal sites continue service during the adverse conditions of COVID-19.

Pandemic Preparedness: To help the meal sites continue meal preparation and distribution during the initial onset of COVID-19, ICOA received FFCRA funding and distributed \$547,295 to the 95 meal providers across Idaho to support both the Congregate and HDM programs. These funds were used to stock up on food, continue to pay personnel at the meal sites, purchase disposable meal serving products, sanitation supplies and client outreach materials.

Pandemic Response: Meal reimbursement rates were doubled to purchase food, maintain staff and continue purchasing preparedness supplies to help ensure the safety of cooks, staff, drivers and participants receiving the meals. ICOA utilized the remaining FFCRA funds and the new CARES funds to increase reimbursement rates through SFY2020. Because the HDM double rate was higher than using the Congregate rate, the higher rate was used to also reimburse Congregate meals.

SFY2020 Changes to Meal Rate Reimbursement		
Area Agency on Aging	Original Meal Rate	COVID-19 Rate: Home Delivered and Congregate Meals
AAA I-North Idaho	\$4.20	\$9.00
AAA II-North Central Idaho	\$3.15	\$7.12
AAA III-Southwest Idaho	\$4.00	\$9.00
AAA IV-South Central Idaho	\$3.10	\$7.00
AAA V-Southeast Idaho	\$3.00	\$7.50
AAA VI-Eastern Idaho	\$2.30	\$6.50

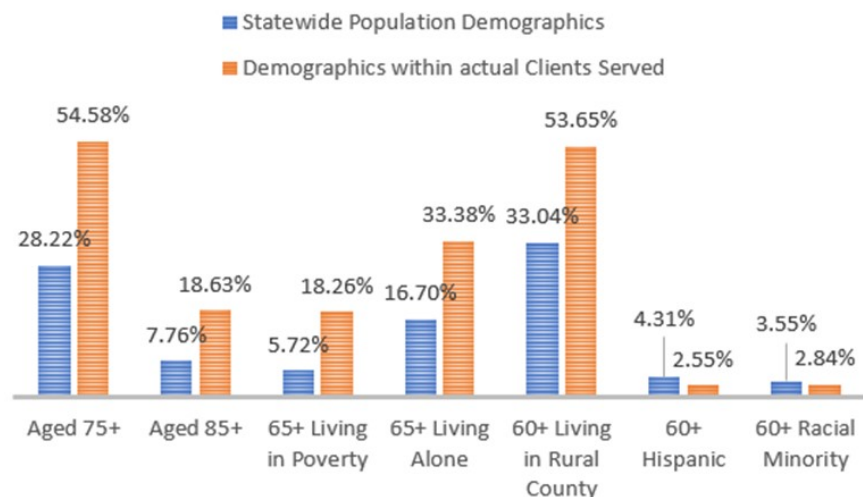
CONGREGATE MEALS, CONT.



One goal of healthy aging is socialization which helps seniors to stay informed about community services and builds supports that help reduce the risk of institutionalization. This not only reduces private and/or public cost incurred by institutionalization but allows the individual to reside in their home and community of choice. The chart below shows the Census Population % compared to the % of population that received the service.

For example, 16.70% of the state population is 65 years old and over and live alone. Of the number of seniors who participated in the Congregate Meal program, 33.38% of them were 65 and over and living alone. Our goal is to exceed the corresponding statewide population demographics. Where demographic areas are lower, we focus greater outreach activities to educate that demographic group about available services.

DEMOGRAPHIC RISK PROFILE



SENIOR MEDICARE PATROL (SMP) FRAUD PREVENTION



Education for Medicare and Medicaid beneficiaries to detect, report, and prevent health care fraud. Trained Senior Medicare Patrol (SMP) staff and volunteers conduct group education sessions, provide one-to-one counseling with Medicare beneficiaries, and hold regional Scam Jams.

SFY2020 Expenditures

Total Federal: Older Americans Act	\$225,911
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Service Description

The SMP mission is to empower and assist Medicare beneficiaries, their families, and caregivers, to prevent, detect, and report suspected healthcare fraud, errors, and abuse through outreach, counseling, and education. One recurring annual highlight is the “Scam Jam”: a full day interactive conference in various communities throughout Idaho, coordinated by the Idaho Scam Jam Alliance (ISJA), the Idaho Commission on Aging, Better Business Bureau, AARP, Idaho Office of the Attorney General, Idaho Department of Finance, Idaho State Tax Commission, SHIBA, Justice Alliance for Vulnerable Adults, Idaho Crime Prevention Association, Idaho Department of Insurance, Idaho Legal Aid, and Boise State University.

281 Group presentations

727 Community events

1,096 One-to-one counseling sessions

11 Volunteers



FRIENDLY CALLING



Friendly Calling helps isolated seniors stay informed, maintain communication, and identify in-home supports they might need to stay safe during the COVID-19 pandemic.

Calls: 1,722

Service Description

Clients receive friendly calls on a self-directed basis which last about 15 minutes to 30 minutes in average.

Trained staff and volunteers are matched with those who meet the following criteria:

- COVID-19 quarantined
- Homebound
- Socially isolated or have limited access to transportation
- Formal supports

SFY2020 Expenditures	
Federal: Older Americans Act	\$39,010
Total	\$39,010

Service	# of Clients
Home Delivered Meals	4,841
Homemaker	1,377
Respite	485
Total	6,703

OUTREACH AND EDUCATION

This is a key service that promotes and connects Idahoans to reliable and trustworthy services to education and support seniors and their caregivers as they age.

The single access point for this information is the ICOA website aging.idaho.gov/. People can also link to each local AAA's website from the home page. In addition, through federal and state resources, the following education has been developed and is accessible through the website: aging.idaho.gov/stay-educated/

Course List:

- ◆ **Dementia Skills:** An 11 module course that teaches caregivers how to interact with people with dementia to avoid triggering distressing behaviors
- ◆ **Caregiver Skills:** A 5 module course that teaches hands on skills like transfers, wound care, and medication administration
- ◆ **Healthy Caregiving:** A 3 module course that helps caregivers reframe their thinking, control stress, and care for themselves
- ◆ **Let's End Loneliness:** A 6 module course that teaches us all ways to reduce loneliness in Idaho

The local AAAs utilized the following federal and COVID-19 funds to provide the following services:

- ◆ **Public Information:** Events, publications, campaigns, and other mass media activities targeting supportive services
- ◆ **One-on-one Outreach:** Intervention with individuals initiated by an agency or organization for the purpose of identifying potential clients (or their caregivers)
- ◆ **Caregiver Information Services:** Events, publications, campaigns, and other mass media activities targeting caregivers



SFY2020 Expenditures	
Federal: Older Americans Act	\$37,725
Federal: CARES-COVID-19	\$19,859
Total	\$57,584

INFORMATION AND ASSISTANCE (I&A)



Supporting aging Idahoans to make informed decisions regarding their needs is a priority for the Commission. Information & Assistance (I&A) is available to all Idahoans via their local AAAs. Based on skilled assessment, I&A workers determine eligibility and register clients for needed services.

Area Agency Staff: 17.16

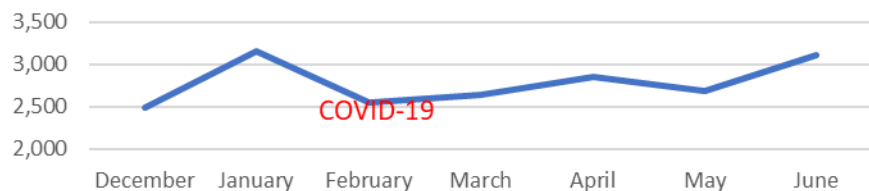
Annual Contracts: 27,020

Service Description

- Provides individuals with long-term care information
- Prepares initial and annual eligibility assessments
- Links people to available services
- Ensures individuals receive services through follow up

Empowering Self-Determination through Reliable Information

Information and Assistance Call Volume December 2019 - June 2020



SFY2020 Expenditures

Federal: Older Americans Act	\$836,371
Federal: CARES-COVID-19	\$135,534
Total	\$971,905

DEMENTIA CAPABLE-ALZHEIMER'S DISEASE SUPPORTIVE SERVICES PROGRAM GRANT



To improve supports to families caring for people with dementia, the ICOA is leading a four-year initiative funded by the US Administration on Community Living (ACL). Enhancements include training of family caregivers, in-home service workers, certified family home providers, and anyone who wants to understand the impacts affecting those living with dementia and their caregivers.

The initiative has:

- Expanded the Powerful Tools for Caregivers 6-week workshops statewide
- Developed 11 Dementia training modules
- Implemented Consumer-Directed Respite service pilot project with the southwest Area Agency on Aging
- Provided Dementia Capable training to Information and Referral staff
- Developed Caregiver Assessment Tool for Information and Referral staff
- Expanded the Alzheimer's Association "Knowing the 10 Signs and 5 Health Habits" education in southern Idaho
- Funded evaluation activities by Boise State University

*Increasing Dementia
Capability Across
Idaho*

SFY2020 Expenditures	
Federal: Older Americans Act	\$39,058
State	\$23,536
Total	\$62,594

PLANNING AND COORDINATION



Every four years, the Commission submits Idaho's Senior Services State Plan to ACL. This Plan not only ensures OAA funding continues to be awarded to Idaho, but outlines the direction ICOA is taking over the next four years. Idaho's Plan was approved September 4, 2020 by Lance Robertson, the Administrator and Assistant Secretary for Aging and covers October 1, 2020 through September 30, 2024. As part of the

Senior Service Planning and Development process each of the six AAAs develop local Senior Services Area Plans, which are due to ICOA by June 30, 2021. In addition to delivering State and OAA services, the following were the planning activities in each of the six planning and service areas in Idaho:

SFY2020 Expenditures

Total Federal: Older Americans Act	\$51,132
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AAA I—North Idaho: The COVID-19 Pandemic provided many planning and coordinating opportunities during the second half of SFY2020. The most relevant change was the nutrition services with our senior centers. All the senior centers altered their traditional congregate meals with a 'drive through' model which actually increased meal counts in many areas. Home delivered meals were also authorized for many seniors who were isolated in their homes during the statewide shutdown. During SFY20 we coordinated a Friendly Calling program to reach out to seniors in order to determine unmet needs and provide local services. This also helped relieve loneliness and isolation of those confined to their homes.

AAA II—North Central Idaho: Area II used the planning and coordination funding to engage in a continuous improvement process by gaining a better understanding of the services provided, evaluating the level of those services and then identifying how those services may be improved. Area II also worked to plan and coordinate changes in services due to the COVID-19 pandemic. Area II supported meal sites as they closed their congregate meal offerings and began providing curb-side meal pick-up. The home delivered meal program remained and actually expanded to serve seniors who normally would have used the congregate meal opportunities but needed to isolate due to health and safety concerns. A partnership between Area II, the University of Idaho and Lewis Clark State college was formed to establish and maintain a Friendly Calling program to seniors.

PLANNING AND COORDINATION, CONT.

AAA III—Southwest Idaho: Focused Care Coordination trainings were provided statewide to all APS and I & A staff. Consumer directed trainings provided statewide to all Idaho AAAs. Agreements in place to work with the Living Independence Network Corporation (LINC) and Idaho Assistive Technology project to support the Aging and Disability Resource Center (ADRC) strategies. Implemented online Powerful Tools for Caregiver and Self-Management program workshops.

AAA IV—South Central Idaho: Although no funding for Coordination was used in the SFY2020, AAA IV worked with the State of Idaho to prepare the new State Senior Services plan. AAA IV also worked to plan and coordinate changes in services brought about by the COVID-19 pandemic. This included the changes in nutrition services by closing congregate meal sites and implementing curbside and takeout meals. Home delivered meals were also authorized for seniors who were isolated in their homes during the statewide shutdown. Area IV also developed a shopping service and a Friendly Calling program to reach out to seniors in order to determine any unmet needs and relieve the loneliness and isolation of those confined to their homes.

AAA V—Southeastern Idaho: Dealing with COVID-19 hampered Area V's ability to focus on the proposed activities in SFY2020. The AAA V did not expend any of the Coordination and Program Development funds that were budgeted. However, there was a small increase in registered consumers from the rural areas in our region participating in both the Homemaker and Home Delivered Meal programs. The AAA V staff was also able to conduct several Powerful Tools for Caregiver classes during SFY2020 including two that were offered via Zoom during COVID-19.

AAA VI—Eastern Idaho: Worked with Area V to provide referrals as appropriate to the Veterans Directed Home and Community Based Services (VD-HCBS) program. Unfortunately, the transit provider in Idaho Falls - TRPTA Public Bus Services closed their doors at the end of April 2019, so the AAA worked with other local transportation providers since that time to help fill this unmet need. Area VI has expanded "Operation Red File" to the upper valley counties that we serve, which include Jefferson, Madison, Fremont, and Teton. Area VI has continued to receive grant funding through Regence Blue Shield to expand our incontinence supply program. The COVID-19 funds that were received this year have also helped to expand the incontinence supply program. Area VI continues to explore additional funding opportunities in order to sustain the shortfall in resources that they continue to experience each year in administration funds. All these goals will be continued into SFY2021.

People need a convenient way to access accurate information from a trusted source. The Idaho Commission on Aging leverages their website to inform the people they serve of options, services, and online education. This information allows older Idahoans to choose how best to improve their lives.

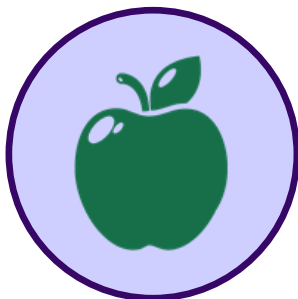
Visit the ICOA website at: www.aging.idaho.gov



Included on the website is access to the online reporting form for mandated reporters and financial institutions to communicate suspicions of abuse, neglect, self-neglect, and exploitation of vulnerable adults.

<https://aging.idaho.gov/stay-safe/online-reporting-tools/>

WHY ONLINE LEARNING?



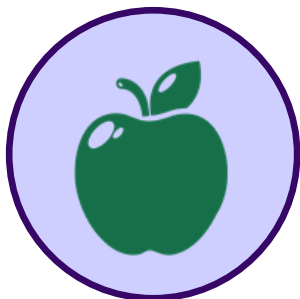
Idahoans are smart, hard working, and independent people. With the proper knowledge and skills older Idahoans and their families can chart a path to healthy aging that works for all involved. Our education is designed to facilitate the necessary knowledge and skills to help keep older and disabled Idahoans living in their own communities for as long as possible. All of our courses are **FREE**.

CURRENT CONTENT INCLUDES

- ♦ Dementia Skills
- ♦ Caregiver Skills
- ♦ Healthy Caregiving
- ♦ Senior Center Training
- ♦ Exercise and Stretching Videos



LET'S END LONELINESS CAMPAIGN



The closure of senior and community centers produced an immediate need for alternative programs to meet senior's socialization needs and prevent loneliness. ICOA developed a 6 module training series and toolkit that can be used across the state to train staff and volunteers in programs to reduce loneliness.

*Loneliness is as
detrimental to health
as smoking*



LET'S END LONELINESS CAMPAIGN

Module One: Let's Understand Loneliness

Module Two: Let's Talk About Loneliness

Module Three: Let's Reduce Loneliness

Module Four: Let's Communicate Well

Module Five: Let's be Professional

Module Six: Let's take Care of Ourselves

Additional content throughout the website focused on challenges related to COVID-19 isolation. Visit the ICOA website to learn about Isolation Induced Depression.

MEETING A GROWING NEED

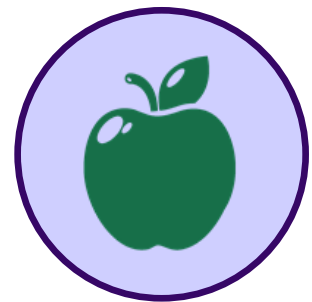
Visit our [Caregiver Skills](#) course page to watch videos and download tip sheets for important skills related to mobility, diets, wound care, incontinence, managing medication and operating specialized medical equipment.

The ICOA website is an up-to-date and trusted source of information related to healthy aging.

In an average month in 2019:

- 6,464 unique visitors came to their website
- 22 health care professionals downloaded the Alzheimer's early diagnosis toolkit
- 39 concerned citizens downloaded caregiver support resources
- 23 medication tracking logs were printed
- 36 people downloaded materials to prevent or identify elder abuse

Over 98% of participants found the on-line Dementia training useful and would “very likely” recommend it to others.



THE INTRASTATE FUNDING FORMULA (IFF)

With the advice of our Commissioners, and input from the six AAAs, ICOA developed an IFF that meets federal guidelines. Area Agencies on Aging budget this money to meet the needs of at risk seniors in their areas.

AAAs are funded with trustee and benefit monies, per Section 67-5007 Idaho Code, and receive about 80% of the Commission's appropriation. AAAs plan and facilitate service delivery in local communities throughout the state.



- ◆ Area I: North Idaho College
- ◆ Area II: Community Action Partnership
- ◆ Area III: Area III Senior Services Agency
- ◆ Area IV: College of Southern Idaho
- ◆ Area V: Southeast Idaho Council of Governments
- ◆ Area VI: Eastern Idaho Community Action Partnership

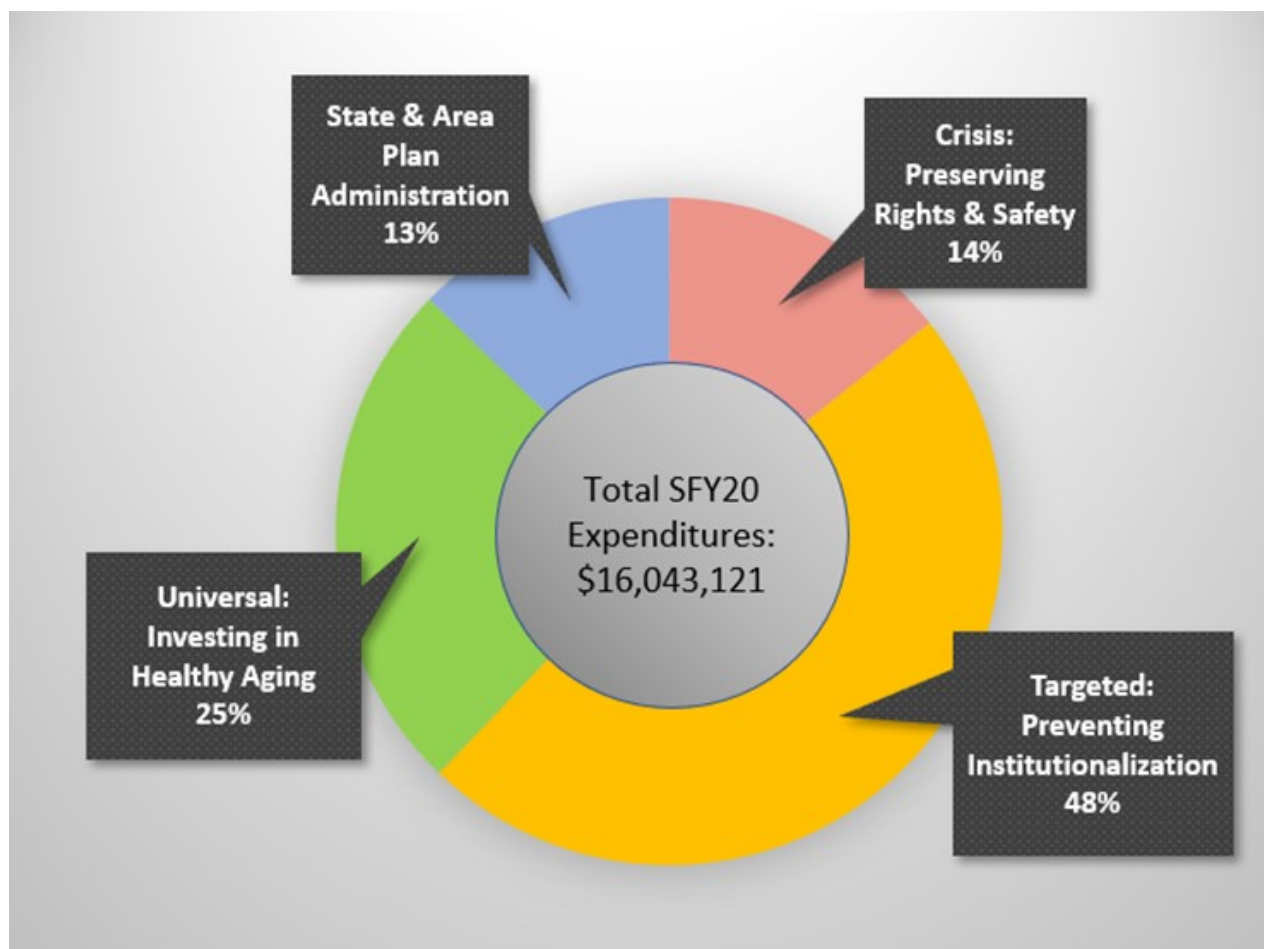
BUDGET AUTHORIZATION DISTRIBUTIONS

FY2021 Title III Funding Formula, Based on Weighted Elderly or "at risk" Population

	Federal	State	Total
Total Funds for AAA Distribution			
Base Funding Amounts: 10% of Fund	628,222	370,272	998,494
Remaining Balance for Formula Distribution			

	Area I	Area II	Area III	Area IV	Area V	Area VI	TOTAL
Base Funding (1/6 of Base Amount)							
Federal Funds	104,704	104,704	104,704	104,704	104,704	104,704	628,222
State Funds	61,712	61,712	61,712	61,712	61,712	61,712	370,272
Weighted Population Used for Formula							
Weighted Population	66,854	31,080	142,369	56,264	42,852	42,341	381,760
65+ Living in Poverty	3,387	1,858	10,519	2,720	1,899	1,978	22,361
65+ Living Alone	10,742	5,367	27,913	7,330	6,148	6,566	64,066
60+ Racial Minority	1,954	1,234	5,833	1,042	1,611	966	12,640
60+ Hispanic	1,227	362	8,539	3,594	1,777	1,592	17,091
60+ Living in Rural	25,682	10,508	30,813	24,855	18,287	15,997	126,142
75+	19,038	9,107	46,493	13,130	10,285	11,988	110,041
85+	4,824	2,644	12,259	3,593	2,845	3,254	29,419
Percentage of	17.51%	8.14%	37.29%	14.74%	11.22%	11.09%	100%
Formula Driven Funding (Multiply: Weighted Population Percent and Balance of Formula Distribution)							
Federal Funds	1,094,835	565,010	2,213,239	937,994	739,357	731,789	6,282,224
State Funds	645,292	333,015	1,304,475	552,850	435,774	431,314	3,702,720
Total Allocated Funds (Base + Formula)	1,740,127	898,024	3,517,715	1,490,844	1,175,132	1,163,103	9,984,944
Title VII Funds	13,936	8,151	40,174	10,608	7,996	9,609	90,475
FY 2020 One-time FFCRA Funding	18,191	7	36,385	-	-	-	54,583
FY 2020 One-time CARES Act Funding	348,893	119,908	599,051	125,995	78,500	195,569	1,467,915
FY 2020 Carryover Funds	320,431	20,880	495,181	262,067	136,255	168,893	1,403,707
Total FY2021 Title III Budget	2,441,579	1,046,971	4,688,505	1,889,514	1,397,883	1,537,174	13,001,625

ICOA AND AAA EXPENDITURES



RESPONDING TO SENIORS IN CRISIS
PREVENTING INSTITUTIONALIZATION
INVESTING IN HEALTHY AGING

ICOA AND AAA EXPENDITURES, CONT.

*SFY2020: Idaho Commission on Aging Projects	* Federal FFCRA	** Federal CARES	*** Federal OAA	State	Total
State Plan Administration	\$0	\$33,101	\$449,234	\$441,776	\$924,110
Idaho Lifespan Respite	\$0		\$174,430	\$27,316	\$201,746
Idaho Dementia Capable	\$0		\$39,058	\$23,536	\$62,594
Chronic Disease Self-Management Education	\$0		\$8,436	\$0	\$8,436
Senior Medicare Patrol	\$0		\$225,911	\$0	\$225,911
Medicare Improvements for Patients and Providers Act	\$0		\$79,055	\$0	\$79,055
Senior Community Service Employment Program	\$0		\$399,110	\$0	\$399,110
Idaho Adult Protection System Modification and Enhancements	\$0		\$76,813	\$0	\$76,813
Idaho Adult Protective Services Expansion Grant	\$0		\$154,685	\$49,777	\$204,463
State Ombudsman	\$0		\$46,840	\$33,062	\$79,902
Elder Abuse Prevention Title VII	\$0		\$21,060	\$0	\$21,060
Nutrition Services Incentive Program	\$0		\$801,565	\$0	\$801,565
Commodity Supplemental Food Program	\$0		\$193,877	\$0	\$193,877
Total ICOA Expenditures	\$0	\$33,101	\$2,670,075	\$575,467	\$3,278,643

*Family First Coronavirus Response Act (FFCRA) Federal Award - March 20, 2020

** Coronavirus Aid, Relief and Economic Security (CARES) Federal Award April 21, 2020

*** Older Americans Act (OAA) Annual Award

AAA EXPENDITURE DETAILS

SFY2020: Area Agency on Aging (AAA) Services	* Federal FFCRA	** Federal CARES	* Federal OAA	State	Total
Local Area Plan Administration	\$66,897	\$89,824	\$550,939	\$417,246	\$1,124,906
Title IIIB: Planning and Coordination			\$51,132		\$51,132
Title IIIB: Supportive Service - Homemaker		\$100,248	\$111,886	\$567,792	\$779,926
Title IIIB: Supportive Service - Information Assistance		\$135,534	\$836,371		\$971,905
Title IIIB: Supportive Service - Legal Assistance		\$651	\$70,696		\$71,347
Title IIIB: Supportive Service - Outreach & Public Information		\$20,957	\$37,740		\$58,697
Title IIIB: Supportive Service - Senior Transportation		\$41,763	\$196,803	\$277,609	\$516,175
Title IIIB: Supportive Service - Chore, Case Management, Adult Day Care, and Grocery Delivery		\$6,178	\$725	\$7,589	\$14,492
Title IIIB and IIID: Supportive Service - Friendly Calling			\$39,010		\$39,010
Title IIIB and Title VII Ombudsman		\$111,649	\$265,391	\$398,627	\$775,667
Title IIIC1: Congregate Meals	\$364,546	\$500,308	\$1,054,642	\$273,175	\$2,192,671
Title IIIC2: Home Delivered Meals	\$730,040	\$1,298,744	\$1,519,976	\$429,618	\$3,978,378
Title IIID Disease Prevention and Health Promotion			\$156,352		\$156,352
Title IIIE: Caregiver Information Services - Outreach & Education		\$10,159	\$42,117		\$52,276
Title IIIE: Caregiver Information and Referral		\$18,684	\$238,499		\$257,183
Title IIIE: Caregiver Support Group, Training and Counseling		\$7,855	\$87,540		\$95,395
Title IIIE: Caregiver Respite		\$31,856	\$482,932	\$62,337	\$577,125
Title IIIE: Caregiver Supplemental - Legal Assistance			\$20,062		\$20,062
State Adult Protection				\$1,031,779	\$1,031,779
Total AAA Expenditures	\$1,161,483	\$2,374,410	\$5,762,813	\$3,465,772	\$12,764,478
Total ICOA and AAA SFY2020 Expenditures	\$1,161,483	\$2,407,511	\$8,432,888	\$4,041,239	\$16,043,121

*Family First Coronavirus Response Act (FFCRA) Federal Award - March 20, 2020

** Coronavirus Aid, Relief and Economic Security (CARES) Federal Award April 21, 2020

*** Older Americans Act (OAA) Annual Award

VOLUNTEER HOURS AND DONATIONS

We are all aging. The state and federal investment enables us to focus efforts on preventing costly hospitalization and institutionalization, for the frailest of older Idahoans, but also engage in programs that proactively advise and help all citizens to age in a dignified and safe manner. These appropriated funds are an important part of the solution, but they certainly cannot be considered a comprehensive response to community needs. We also need to publicly acknowledge and thank every family caregiver, concerned neighbor, community civic organization, and religious institution that acted to enhance the wellbeing of our older Idahoans. We are proud to share with you volunteer hours from our formal programs. This would be equivalent to 140 volunteers each working fulltime (2080 hours) for a year.



SFY2020 Donations	
Service Description	Donations
Title IIIB: Transportation	\$258,517
Title IIIC1 - Congregate Meal	\$1,726,969
Title IIIC2 - Home Delivered Meal	\$1,199,931
	\$3,185,416

SFY2020 Volunteer Hours and Estimated Funding		
Service Description	Savings based on Volunteer Hrs. at \$19.92	Hours
Admin	\$18,200	914
Ombudsman	\$43,056	2,161
Information and Assistance	\$482	24
Transportation	\$119,761	6,012
Legal Assistance	\$39	2
Congregate Meal	\$3,393,453	170,354
Home Delivered Meal	\$2,239,171	112,408
Family Caregiver Access Assistance/Information & Assistance	\$964	48
Family Caregiver legal assistance	\$6	0
Total	\$5,815,132	291,924

DUTIES AND POWERS

Since 1968, the Commission has provided services to Idahoans in order to promote successful aging. Governor Don Samuelson authorized ICOA based on Idaho Code 67-500. For the past 52 years, ICOA has continued to support Idaho's current aging population while forecasting future trends. The legislature recognized the need to provide basic necessities to its older people, designed to permit older Idahoans to remain independent and avoid institutionalization (Title 67-5005). The legislative charter (Title 67-5003) designates specific responsibilities including:

- ♦ To serve as an advocate within state government & the community for older Idahoans;
- ♦ To serve as an advisory body regarding state legislative issues affecting older Idahoans;
- ♦ To promulgate, adopt, amend & rescind rules related to programs & services administered by the commission;
- ♦ To enter into funding agreements as grants & contracts within the limits of appropriated funds to carry out programs & services for older Idahoans;
- ♦ To conduct public hearings & evaluations to determine the health & social needs of older Idahoans, & determine the public & private resources to meet those needs;
- ♦ To designate "planning & service areas" & Area Agencies on Aging in accordance with the Older Americans Act & federal regulations. The Commission shall review the boundaries of the "planning & service areas" periodically & shall change them as necessary;
- ♦ To submit a report to the Governor & the legislature of its accomplishments & recommendations for improvements of programs & services for older Idahoans;
- ♦ To administer & perform any other related functions or activities assigned to the Commission by the Governor.

MISSION AND VISION

VISION

*Idahoans have an
informative, visible, reliable
and accessible support
system as they age.*

MISSION

*Lead system creation and
network coordination to
support Idahoans as they
age.*

BOARD OF COMMISSIONERS



To reach your local
Commissioner please
contact ICOA at:

www.aging.idaho.gov

Or

208-334-3833

Area I

Chris Magera

Area II

David Pankey, Chair

Area III

Lorraine Elfering

Area IV

Roger Morley, Vice Chair

Area V

Debra Reiland

Area VI

Dean Nielson

At-Large

Jennifer Palagi

ICOA EMPOWERS IDAHOANS TO AGE SUCCESSFULLY



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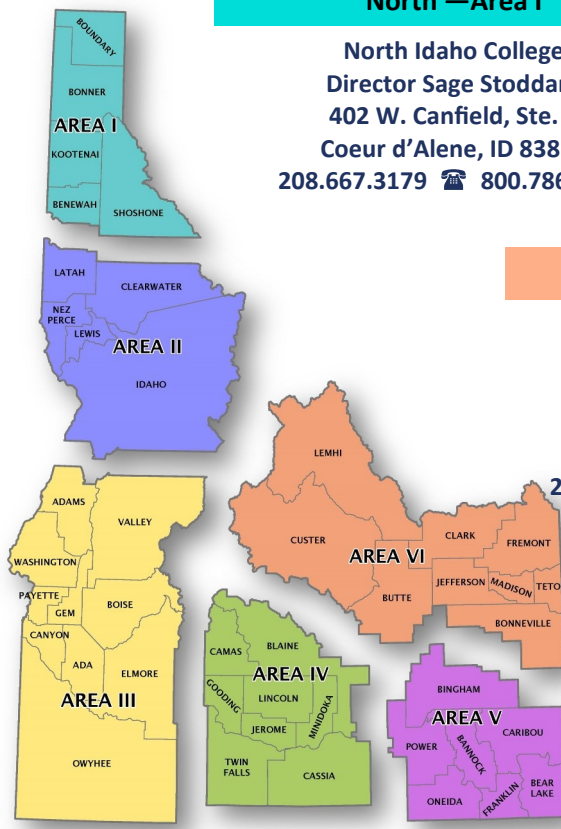
AREA AGENCIES PROVIDE LOCAL SERVICES

North Central —Area II

Community Action Partnership
Director Kristin Schmidt
124 New 6th St.
Lewiston, ID 83501
208.743.5580 ☎ 800.877.3206

Southwest —Area III

Area 3 Senior Services Agency
Director Raul Enriquez
701 S. Allen St., Ste. 100
Meridian, ID 83642
208.898.7060 ☎ 844.850.2883



North —Area I

North Idaho College
Director Sage Stoddard
402 W. Canfield, Ste. 1
Coeur d'Alene, ID 83815
208.667.3179 ☎ 800.786.5536

East—Area VI

Eastern Idaho Community
Action Partnership
Director Morgan Nield
935 Lincoln Rd.
Idaho Falls, ID 83401
208.522.5391 ☎ 800.632.4813

South Central — Area IV

College of Southern Idaho
Director Suzanne McCampbell
315 Falls Ave.
Twin Falls, ID 83303
208.736.2122 ☎ 800.574.8656

Southeast —Area V

Southeast Idaho Council of Governments
Director Mike Hirschi
214 E. Center
Pocatello, ID 83201
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